

Need urgent medical care over the weekend?

The GP Out of Hour's service operates when GP surgeries are closed. The service provides advice and treatment that cannot wait for normal surgery opening times.

Who is this service for

Anyone registered with a Tower Hamlets doctor or resident in the Tower Hamlets borough and entitled to NHS care. Patients will need to access the service by:

- In the first instance please telephone us using the number below. A call handler will take your details; which include name, address, registered GP and a contact telephone number.
- A doctor will call you back. Depending on the outcome of this call you may be offered advice only, given an appointment to attend the local treatment centre or where clinically or socially necessary a doctor will visit your home.

If you call the practice number 020 7515 2211 your call will be automatically diverted to the Out of Hours Service. You could also call the Out of Hours Service directly on 020 7377 7151.

Walk In Centre

The Walk in Centre at the Barkantine clinic is open:

8am – 8pm every Saturday and Sunday

It is a walk-in centre for urgent medical care. Urgent care is required when you need medical attention but the situation is not immediately critical or life-threatening. Some examples are:

- A sprain
- Some infections
- A significant pain

- Severe diarrhoea and vomiting
- High temperature (above 38.4°C or 101°F)

CHRISTMAS OPENING TIMES

Monday 22nd December—8.50am to 6.10pm

Tuesday 23rd December—8.50am to 6.40pm

Wednesday 24th December—8.50am to 6.10pm

Thursday 25th December—**CLOSED**

Friday 26th December—**CLOSED**

Saturday 27th December—**CLOSED**

Monday 29th December—8.50am to 6.10pm

Tuesday 30th December—8.50am to 6.40pm

Wednesday 31st December—8.50am to 6.10pm

Thursday 1st January—**CLOSED**

Friday 2nd January—8.50am to 6.10pm

If you have any emergencies that cannot wait until the surgery is reopen, please call the Out of Hours Service on 020 7377 7151. Please ensure all prescription requests are put in by Monday 22nd December. All requests made after this date will be dealt with after the holiday period.

Merry Christmas and Happy New Year!

OVER TO YOU

We welcome your suggestions and feedback. Warwick Young, our practice manager is always pleased to hear from you in writing, on the phone (020 7515 2211) or by appointment at the practice. Please let him have your suggestions for ways we can improve our services to you.

The Limehouse Practice

Newsletter

Issue 1

December 2014

Welcome to the first issue of The Limehouse Practice Newsletter. We hope that this issue will keep you informed about our services, and also about some of the issues affecting general practices in Tower Hamlets.

Welcome to Warwick Young and goodbye to Maggie Falshaw

Maggie Falshaw, our innovative and creative practice manager is retiring from the Limehouse Practice. We hope you join with us all to wish her an exciting future of surprise and great experiences.

Warwick Young will be replacing Maggie as the new practice manager at the Limehouse Practice. Please join us in welcoming him to the role of practice manager here at the Limehouse Practice.

We would also like to welcome Dr Edward Smyth and Dr Emma Trunchion to the team.

Friends of Limehouse Practice

A patient meeting was held at the practice on Wednesday 24th September 2014. A variety of issues came up from the patient meeting regarding our telephone system and appointments system.

New phone system

We had made changes to the telephone system. When you now ring the practice, patients are greeted with a message and three different options that they could press. The three different options are:

- Cancellation
- Booking appointments

- Query's

We are currently trialling out this system to see if it is something that is beneficial to the practice.

Appointment System

The practice is looking to introduce a Dr Triage system which will mean that the receptionist takes a message and this goes on a central call list. The duty doctor then rings the patient for a telephone consultation.

This would only be for emergency appointments. The triaging system would enable the doctor on duty to assess the patient to see if it's medically urgent or routine. The practice would have a duty doctor for the morning and the afternoon session. All the GP's will be on a rotation list for this.

If you would like to have your say and become a member of the patient group please contact Nargis (Patient Advisor) on 02075152211.

New Website

Our new website is now up and running. With patients' needs at the heart of everything we do, our website has been designed to make it easy for you to gain instant access to the information you need. As well as specific practice details such as opening hours and how to register, you'll find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations.

www.limehousepractice.co.uk

The Friends and Family Test

The Friends & Family Test is about giving patients the opportunity to provide quick feedback on their care and treatment experience. You can say what is going well and what can be improved so that people who make decisions about local healthcare can take your views into account.

It doesn't take long and you don't need to give you details on your feedback form. Please visit the website to do this now.

Online Patient Access

The Limehouse practice is now able to offer online services to our patients. You are now able to book appointments with the GP and request repeat prescriptions online.

To register for EMIS Access, you will need your registration details provided to you by the practice. When you have this you must register via the link on the Limehouse practice website.

FLU CAMPAIGN

Flu occurs every year, usually in the winter, which is why it's sometimes called seasonal flu. It's a highly infectious disease with symptoms that come on very quickly. Colds are much less serious and usually start gradually with a stuffy or runny nose and a sore throat. A bad bout of flu can be much worse than a heavy cold. Even if you feel healthy, you should have the free flu vaccination if you are:

- pregnant or have:
- a heart problem
- a chest complaint or breathing difficulties, including bronchitis or emphysema
- a kidney disease
- lowered immunity due to disease or

treatment (such as steroid medication or cancer treatment)

- liver disease
- had a stroke or a transient ischaemic attack (TIA)
- diabetes
- a neurological condition, for example multiple sclerosis (MS) or cerebral palsy

a problem with your spleen, for example sickle cell disease, or you have had your spleen removed.

- aged 65 years or over
- living in a residential or nursing home
- the main carer of an older or disabled person
- a household contact of an immunocompromised person
- a health or social care worker

Children between the ages 2 and 4 are being offered the flu vaccination. The flu vaccine for children is given as a single dose of nasal spray squirted up each nostril. Not only is it needle-free, the nasal spray works even better than the injected flu vaccine with fewer side effects.

If you have not had your flu vaccination, please make an appointment in our flu clinic by calling 02075152211.

Electronic Prescription Service (EPS)

The Limehouse Practice is now offering patients Electronic Prescription Service, which allows you to choose a pharmacy to get your medicines from. After you have chosen a pharmacy, your GP will send your prescriptions electronically to the place you have chosen. This will mean that:

- If you normally collect your repeat prescriptions from the surgery you will not have to do this anymore as you will go straight over to the pharmacy which will enable you to save time.

- There will be more pharmacy choices available to you as you could collect your medicines from a pharmacy near to where you live or work.
- Once at the pharmacy, you may not have to wait long as the prescription has already been received and processed.

If you would like to register for ESP please speak to one of the receptionists.

Need health advice for minor ailments? Pharmacy First can help

You can get advice and treatment for many minor ailments without needing to see a GP. Pharmacists can give advice and medication for minor conditions such as:

Headache	Mouth ulcers
Bites and stings	Colds
Heartburn	Sore throat
Athletes foot	Back pain
Fever	Hay fever
Head lice	Cough
Diarrhoea	Teething
Constipation	Thrush
Sprains and strains	Bites and stings

If you don't normally pay prescription charges the pharmacist can give you the medicine FREE.

If you aren't exempt from prescription charges you pay either for the prescription or the medicine whichever is cheaper.

Ask our reception staff to register you for Pharmacy First.

Opening Hours

The Limehouse Practice is open

Monday, Wednesday-Friday - 8.50am-6.10pm

Tuesday—8.50am—6.30pm

Phones: Tues, Thurs and Fri—8.30am-6.30pm

Mon and Wed 8.30am-1pm, 2pm-6.30pm

We close occasionally early afternoon for staff training

We are opening on every other Saturday morning for patients who have booked appointments for that day. There will be no urgent appointments available for patients on Saturdays. ROUTINE APPOINTMENTS ONLY.

If you need urgent medical care this care will be provided by the Tower Hamlets Out of Hours Service.

Saturday Appointments

The Limehouse Practice is now available to offer patients appointments with clinicians on Saturdays.

The following Saturdays are available for patients to book. Please note that we are only able to offer appointments to patients for their registered GP or with a GP from the working group.

SATURDAY 13TH DECEMBER—9AM—12PM

SATURDAY 3RD JANUARY—9AM—12PM

SATURDAY 17TH JANUARY—9AM—12PM

SATURDAY 24TH JANUARY—9AM—12PM